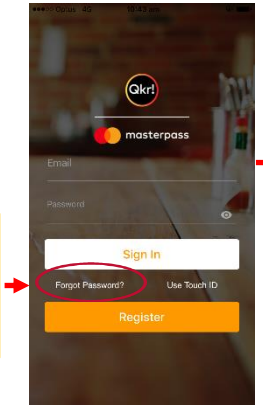
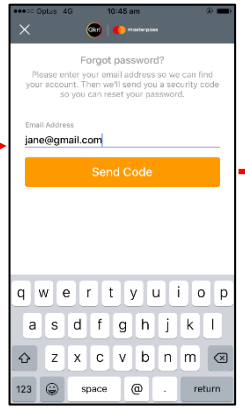
Your Qkr Help Notes

Forgot Password or Email Address

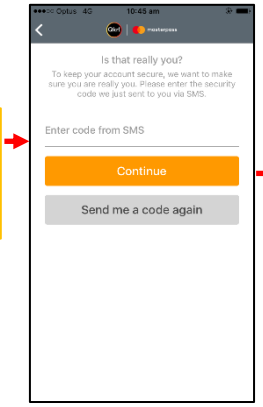
Tap on **Forgot Password**



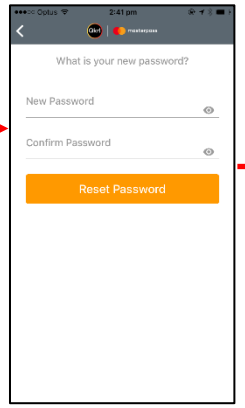
Enter your **Email Address** and tap on **Send Code**



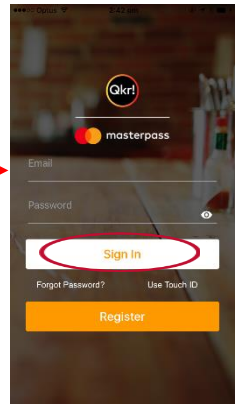
Enter **code** from **SMS** and **continue**



Enter **new password** and **Reset Password**



Sign in



Did **NOT** receive **SMS**

Call (1800 689 562) MasterPass Help Desk
The operator will ask you for your registered phone number and require some identification e.g. email and last four digits of your credit card and expiry date.

If your phone number is incorrect the operator cannot amend your account for security purposes. The operator will have to delete your account. After your account has been deleted you will need to **Sign Up** again.

Sign Up
https://wallet.masterpass.com/Wallet/masterpass/en-au/

Get Started Today!

Sign Up

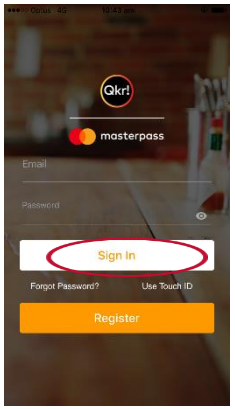
When you have completed your new registration go to the Qkr App and **Sign In**

Forgot Email Address

Call (1800 689 562) MasterPass Help Desk
The operator will ask you for identification e.g. phone number and last four digits of your credit card and expiry date.
The operator will tell you your **Qkr** registered **email address**.
You can now **Sign In**

If you need to amend your Qkr **email address** see **Editing Personal Details.** After you have changed your details **Sign In**

Enter your **Qkr** registered **email address and password. Sign In** to **Qkr**

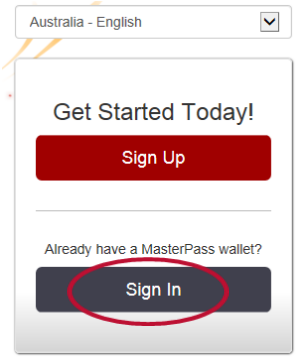


Password Tip: When entering your password you can tap the 'eye' symbol displayed at the end of the password field to display your password as you enter it. This will enable you to see your password to ensure you have entered it correctly.

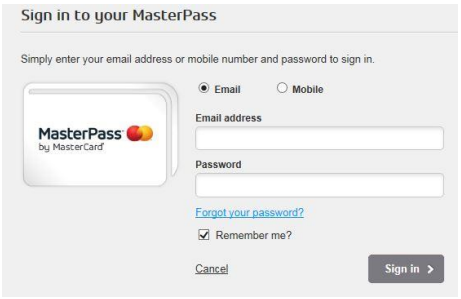
Editing Personal Details

Use the following link if you need to edit your email, password, phone number & or security question.
https://wallet.masterpass.com/Wallet/masterpass/en-au/

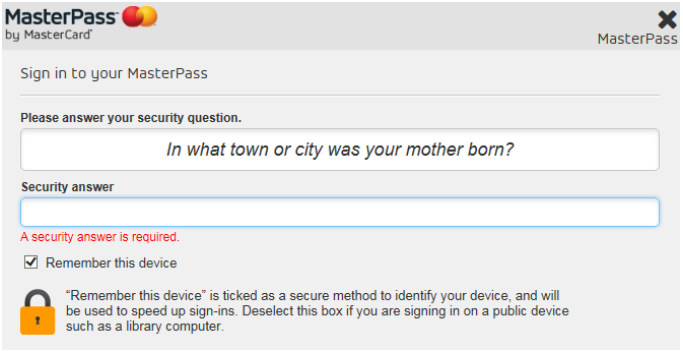
Step 1. Sign In



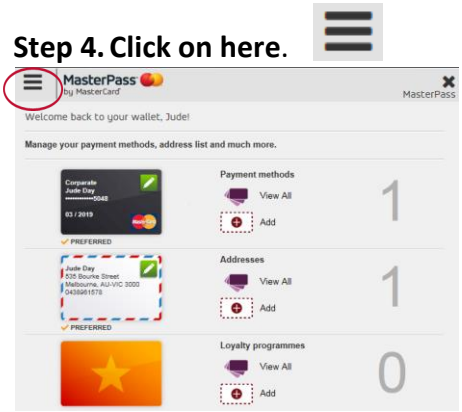
Step 2. Enter email and password



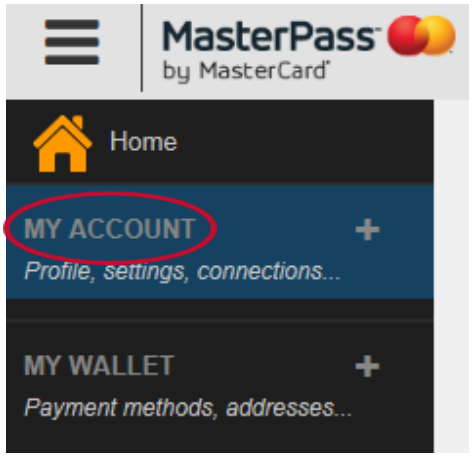
Step 3. Answer your security question (case sensitive)



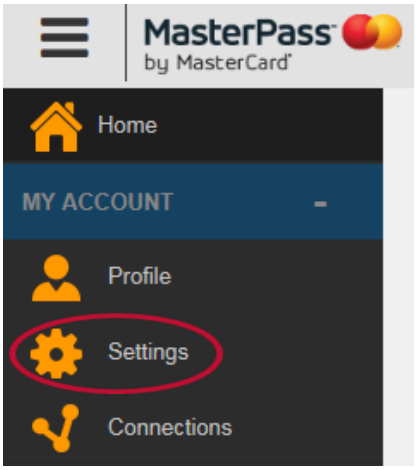
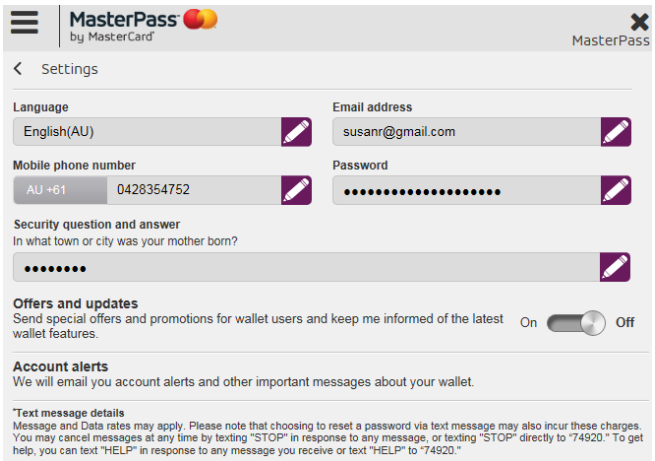
Step 4. Click on here.



Step 5. Click on MY ACCOUNT



Step 6. Click on Settings



Step 7. Edit email, phone number, password and security question